



the mars hill group

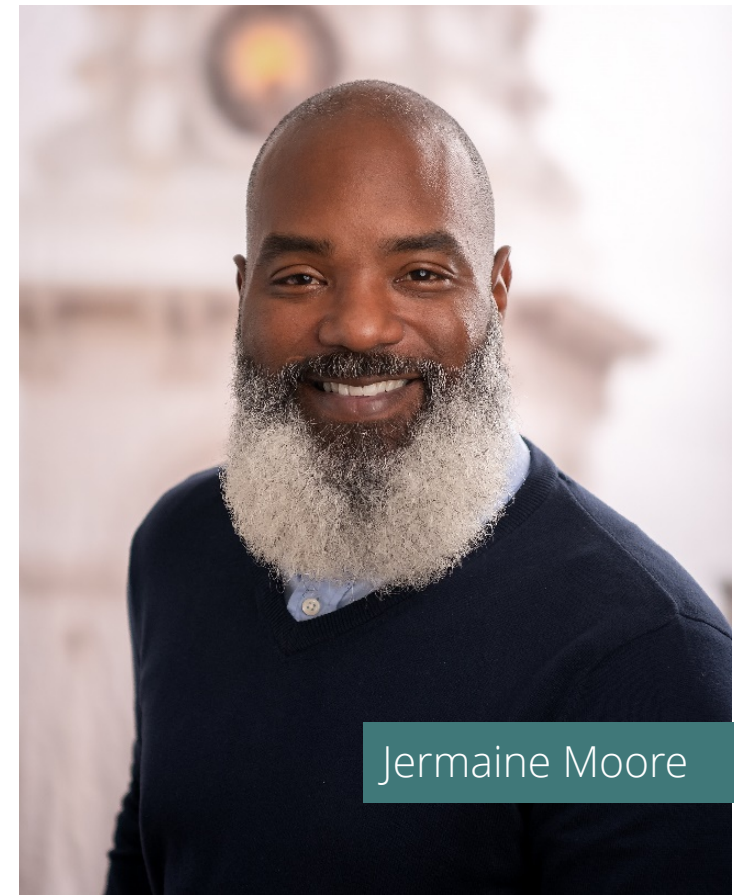
presents:

Courageous
Conversations



the mars hill group

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CONSULTING SERVICES

- Diversity, Equity, and Inclusion
- Executive Coaching
- Team Development
- Leadership Development
- Communication Training
- Customized Training Solutions

Know when...

- Taking a stand
- Addressing prejudiced behavior (words or actions).
- Addressing disruptive or disrespectful behavior.
- Resolving strong differences in opinion.
- Dealing with sensitive issues.
- Something needs to change or has gone wrong.

Allyship in the Workplace

An Ally is a person who works to facilitate the development of, and to improve the experience of all employees – in particular, those who are underrepresented or in groups that are marginalized.

Ally Archetypes

-Better Allies by Karen Catlin

- The Sponsor
- The Champion
- The Amplifier
- The Advocate
- The Scholar
- The Confidant

Ally Archetypes

-Better Allies by Karen Catlin

- The Upstander
 - Always speak up if you witness behavior or speech that is degrading or offensive.
 - Take action if you see anyone in your company being bullied or harassed.

Why is it important to
have these
conversations?

Values

Beliefs and principles that guide us in our personal and professional lives. Our values can be defined as the things we believe are most important to achieving our goals and being happy.

Values underpin and guide our thinking and behavior.

Hypocrisy



- The word hypocrite ultimately came into English from the Greek word hypokrites, which means “an actor” or “a stage player.”
- The Greek word took on an extended meaning to refer to any person who was wearing a figurative mask and pretending to be someone or something they were not.

Espoused Values
&
Lived Behavior

Authenticity

- Authentic Interactions
- What you see is who I am
- Inside = Outside



Talk it out or else...

- Unresolved Conflicts
- Suspicion and Distrust
- Passive aggressiveness
- Condescending communication
- Outbursts of anger



If you **don't talk** it out,
you **will act** it out.

Before the
conversation

Start with you

Unhealthy Motives

- Be right
- Look good/save face
- Win
- Blame
- Avoid conflict
- Punish/Hurt

Healthy Motives

- Learn
- Genuine Understanding
- Find the truth
- Common Purpose
- Inclusivity
- Strengthen relationships





Safety



During the
conversation

It is not what we say,
it is why we are
saying it.



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State your Intent

My intention in sharing this with you is with the hope that I can help you...

OR

I would like to discuss this with you to get a better understanding of your perspective.

Find Common Ground

Focus on Facts

What did you see, hear, or say that can not be disputed. Be specific!

Focus on the particular action or statement. Avoid saying things like “You always . . .” or “You keep on . . .” and give a specific incident or example.

Focus on behavior, not the person.

Quick Tip – Sooner is better than later

The closer to the situation provoking the courageous conversation, the better. If the situation is still fresh in the minds of all parties involved, it's easier make the connection.

Share the Impact

Talk in the first person—"I felt..."or "When I heard you say . . . I had this reaction" show that you are speaking for yourself and avoiding general or global conclusions.

Explain why it is important to you? Why it might be important to them?

Dive into Dialogue

Examples:

- Am I missing something?
- What are your thoughts?
- Do you see this differently?
- Can you help me understand?
- What is your perspective?

Empathy

Two Types of Empathy

Cognitive Empathy - The ability to understand another person's perspective.

Emotional Empathy - The ability to feel what someone else feels.

Empathic and Active Listening

The essence of empathic listening is not that you agree with someone; it is that you fully, deeply understand that person emotionally as well as intellectually. More than a sum of particular techniques, it is the heart behind listening.

- Keep your eyes on the speaker.
- Don't allow yourself to think about anything but what the speaker is saying.
- Resist the urge to formulate your response until after the speaker has finished.
- Pay attention to the speaker's body language.
- Ask questions to get more information and to encourage the speaker to continue.
- Repeat in your own words what you've heard to ensure that you understand and to let the speaker know that you've processed his or her words.

Share your story

Share a story...

...that demonstrates the ways your gender, racial or ethnic identity has impacted your personal life? Your professional life?

... an experience or situation where your gender, racial or ethnic identity seemed to contribute to a problem or uncomfortable situation?

... about a time you witnessed someone being treated unfairly because of their gender, racial or ethnic identity? Share how you responded? How it made you feel?

...of your own DEI journey and process of change.

After the
conversation

Focus on relationship...

Your work is not done once the conversation is over...



Speak up and
Speak out



STANDING IN THE GAP

Creating a Brave Space

- Approach conversations with respect
- Put aside preconceptions
- Honor confidentiality
- Lean into discomfort
- Listen to understand vs listen to respond
- Trust intent
- Acknowledge impact
- Safety
- Accept non-closure

How to have a courageous conversation

1. Be Brave
2. Start with you
3. State Intent
4. Facts First
5. Share Impact
6. Dive into Dialogue

Thank you



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